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# Example of Collections Agent Job Description

Our company is searching for experienced candidates for the position of collections agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for collections agent

* Sending required PLD / PFT reports, including the Unusual Operation Report
* Assisting in obtaining additional information from customers regarding the Unusual Operation, Know Your Customer, , reports that are required
* Ensuring that training on LDP / PFT issues is conducted according to established policies and procedures
* Recognizes different co brand account situations and uses appropriate collection techniques
* Collecting on overdue debts
* Utilizing customer service skills to speak with customers in a friendly manner
* To field inbound call requests and make outbound calls (manual and dialers) for collections
* To thoroughly understand each contract and related process so you can make communicate concisely with each customer
* Process check-by-phone and/or ACH requests accurately
* To document each call while on the call and to be able to execute all changes and documents on the line

## Qualifications for collections agent

* Through knowledge of the collection policies and procedures for personal banking and small companies of the Bank
* Adequate knowledge of the Bank's personal and small business lending policies and procedures
* Knowledge of all products and services for personal banking and small businesses
* Adequate knowledge of legislation and legal procedures all legal implications that have an impact on recovery and losses
* Basic computer skills (eg, Windows management and able to work with Windows-based programs)
* Good writing skills as correspondence on collection should be presented in an informative, concise and professional format